

CYMS TRAINING GUIDE

CTG-A04 - HOURLY CARE

Updated Apr 04

Court Slot Generator

Note: Before any reservations can be made, time slots must be generated with the Court Slot Generator program.

- 1 Go to Period End → Court → Court Slot Generator.

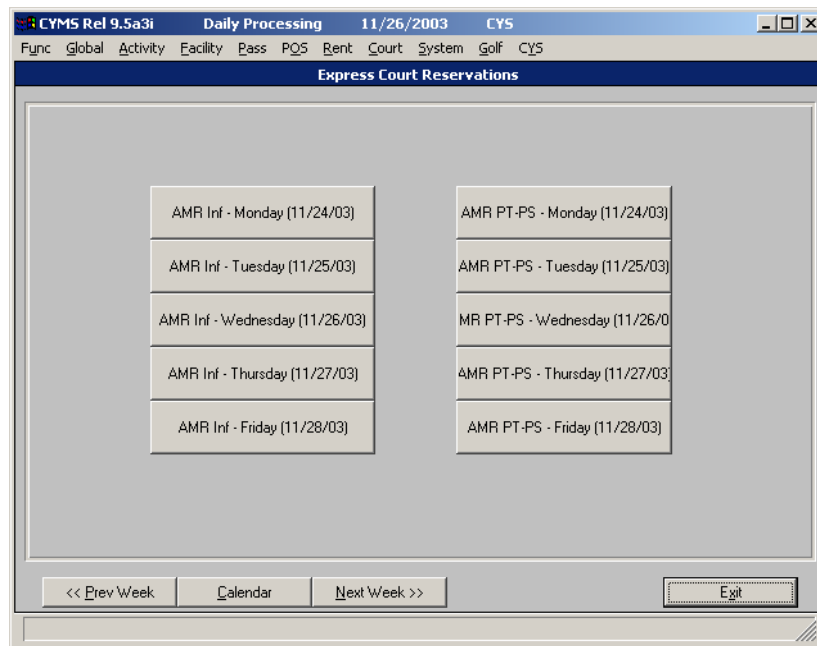
- 2 Right-click in the **Beginning** and **Ending Court** fields and select a court from the picklist. Typically, each 'court' represents an age group (e.g., infants, pre-tods, toddlers, etc.).
- 3 Enter the **Beginning Date**, **Ending Date**, **Beginning Time**, and **Ending Time**
- 4 In the **Reservation Hrs/Min** fields, leave the first block blank (that's the hour block) and enter 15 or 30 in the second block (that's the minute block). If you use 15, the system will create blocks every 15 minutes from your begin time through your end time.
- 5 For example, if you use 15 minutes, the system will generate a block for 7:00, a block for 7:15, 7:30, 7:45, 8:00, etc. If you use 30, the system will create blocks every half hour: 7:00, 7:30, 8:00, etc. These are the times you will see on the Court Reservation (No Fee) screen when making reservations.
- 6 In the **Max Booking Count** field, enter the maximum number of kids you can take in the room you are creating slots for.
- 7 For example, centers typically can take one number of infants and pre-tods and a different number of toddlers and preschoolers, etc.
- 8 In the **Reservation Days** field, untoggle any day you don't want slots created for (typically Saturday and Sunday).
- 9 Enter any **Skip Dates** you don't want slots created for (typically holidays that fall within the begin/end date range).
- 10 Click **Generate**. Read the message and click **Yes** to continue.

Court Reservation (No Fee)

The Court Reservation (No Fee) program is used to make hourly reservations.

- 1 Go to Daily → Court → Court Reservation (No Fee).

Note: The mix of children you take reservations for determines how many columns of buttons you have. Each column represents an age group. Each age group should have buttons for Monday–Friday. If you don't see buttons on your screen, call VSI for assistance.



Clicking **Next Week>>** will display next week's dates. Clicking **Next Week>>** again will advance the dates another week.

Clicking **Prev Week>>** will display last week's dates. Clicking **Prev Week>>** again will change the dates another week back.

Clicking **Calendar** allows you to select any day. That week's buttons will display.

Making a Reservation:

- 2 Click the button for the day and age group you wish to book time for.

AMR Inf - Monday (11/24/03)

09:30	AMR Hrly Infar	4
09:45	AMR Hrly Infar	4
10:00	AMR Hrly Infar	4
10:15	AMR Hrly Infar	4
10:30	AMR Hrly Infar	4
10:45	AMR Hrly Infar	4
11:00	AMR Hrly Infar	4
11:15	AMR Hrly Infar	4
11:30	AMR Hrly Infar	4
11:45	AMR Hrly Infar	4
12:00	AMR Hrly Infar	4
12:15	AMR Hrly Infar	4
12:30	AMR Hrly Infar	4
12:45	AMR Hrly Infar	4
13:00	AMR Hrly Infar	4
13:15	AMR Hrly Infar	4
13:30	AMR Hrly Infar	4
13:45	AMR Hrly Infar	4

☐ Display Booked Slots

Head Count

Use Code

Reserve Resv. & Back << Add. Dates << Back Exit

2 Click and drag in the small gray boxes on the left and highlight the slots you want to book.

3

For example, assuming you are using 15 minute blocks, for a reservation from 0930–1400, you would need to highlight the 0930 block, 0945, 1000, 1015, 1030, etc., up to the 1345 block. Do NOT highlight the 1400 block (the 1400 block would book time through 1415).

4 To book additional dates/times you need to book, click <<Add. Dates and repeat steps 2 and 3.

5 Once all your times dates and times have been selected, click **Reserve** or **Resv. & Back**.

6 Find the household using the **Family Member** option and link the reservation to the **child**

Caution! Do not link the reservation to the Sponsor or Spouse.

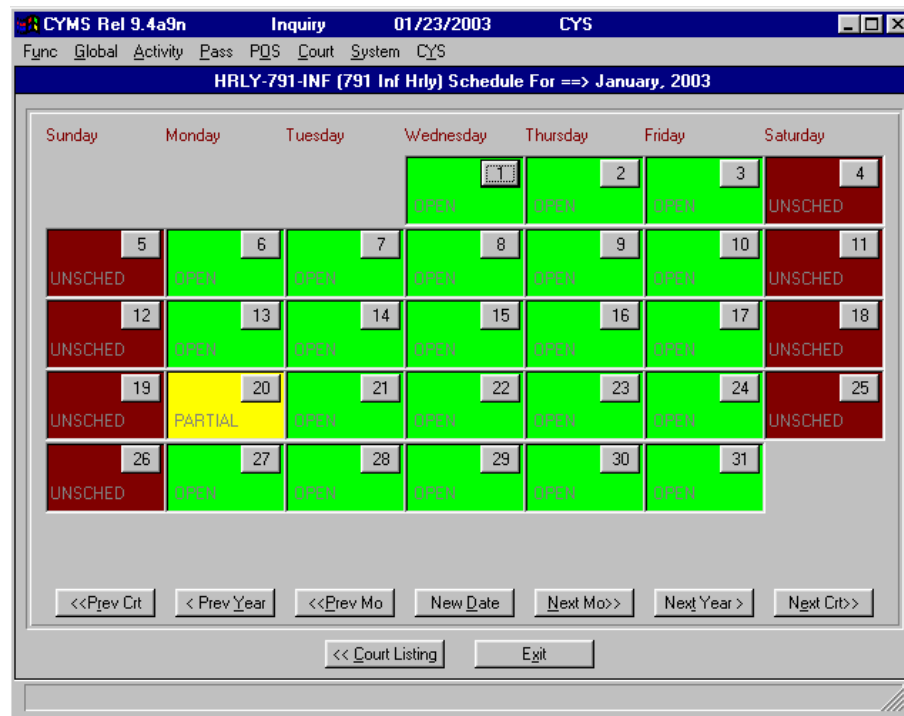
Court Resrvation Household Selection

Lookup

Sponsor Name	Secondary Name	H/H ID Number
Home Phone	Work Phone	Family Member
New Household	Print Last Rcpt	Exit

Viewing Your Reservations – Room Level

- 1 Go to Inquiry → Court → Court Reservation Inquiry. Highlight the court where you made the reservation(s). Click **Block Schedule**.



- 2 On the Calendar screen, each block is labeled Unshed, Open, or Partial.
 - **Unscheduled** – No slots have been created for that day.
 - **Open** – Slots have been created, but no one has booked any time yet.
 - **Partial** – Slots have been created; some are booked.
- 3 To view reservations for a particular day, click the **number** for that day. You will only be able to see a limited number of reservations on this screen. There are other methods for viewing all of the reservations for a certain time slot (e.g., Court Reservation Report).

11/26/2003 Schedule for HRLY-1783-INF

Beg Time	End Time	Status	Rsv Holder(s)
08:00	08:15	Open Time Slot	
08:15	08:30	Open Time Slot	
08:30	08:45	Open Time Slot	
08:45	09:00	Open Time Slot	
09:00	09:15	Open Time Slot	
09:15	09:30	Open Time Slot	
09:30	09:45	3 Slots Avail	[1: Johnny Sample(1)]
09:45	10:00	3 Slots Avail	[1: Johnny Sample(1)]
10:00	10:15	3 Slots Avail	[1: Johnny Sample(1)]
10:15	10:30	3 Slots Avail	[1: Johnny Sample(1)]
10:30	10:45	3 Slots Avail	[1: Johnny Sample(1)]
10:45	11:00	3 Slots Avail	[1: Johnny Sample(1)]
11:00	11:15	3 Slots Avail	[1: Johnny Sample(1)]
11:15	11:30	3 Slots Avail	[1: Johnny Sample(1)]
11:30	11:45	3 Slots Avail	[1: Johnny Sample(1)]
11:45	12:00	3 Slots Avail	[1: Johnny Sample(1)]
12:00	12:15	3 Slots Avail	[1: Johnny Sample(1)]

OK << Calendar Exit

- 4 To go back to the calendar to view a different day, click <<Calendar.
- 6 Click **Exit** to return to the Main Menu.
- 7

Viewing Your Reservations – Household Level

- 1 Go to Inquiry → Global → Global Household Inquiry. Look up the household and select it.

CYMS Rel 9.5a3i Daily Processing 01/05/2004 CYS

Func Global Activity Facility Pass League POS Rent Court Lock Trip Accgnt System Golf CYS PT

Mabe -- Family Member Listing

Clear

FMem	Family Member	Gender	Birthdate	Status	Grade	Features (May Be Partial)
1	Mabe, Blake	Male		Active	0.00	
2	Mabe, Melissa	Female		Active	0.00	
3	Mabe, Benjamin	Male	04/01/1998	Active	1.00	S/HEL,S/MAK
4	Mabe, Junior	Male	01/01/2003	Active	0.00	

< >

Actv Req Fac Rsv Passes POS Sales Rentals
 Personal Trainer Crt Rsv Lockers Trips Prfile Prt
 Credit Book Gift Certificates Billing AFFES Tickets Txn History
 H/H Info Med Record Fam Memb Member Links Tee Times

<< Name Lookup Emergency Contacts Exit

- 2 Click **Crt Rsv** button to view all reservations for this household.

CYMS Rel 9.5a3i Daily Processing 01/05/2004 CYS

Func Global Activity Facility Pass League PQS Rent Court Locks Trip Accgnt System Golf CYS PT

Mabe -- Court Reservations

Date	Beg Time	End Time	Crt Type	Crt Loc	Crt Id	Rsv Num	Reservee	Head Crt	Sta
12/24/2003	08:00	08:15	HRLY	1783	INF	19	Benjamin Mabe	1	Activ
12/24/2003	08:15	08:30	HRLY	1783	INF	19	Benjamin Mabe	1	Activ
12/24/2003	08:30	08:45	HRLY	1783	INF	19	Benjamin Mabe	1	Activ
12/24/2003	08:45	09:00	HRLY	1783	INF	19	Benjamin Mabe	1	Activ
08/07/2003	09:00	09:15	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
08/07/2003	09:15	09:30	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
08/07/2003	09:30	09:45	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
08/07/2003	09:45	10:00	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
08/07/2003	10:00	10:15	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
08/07/2003	10:15	10:30	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
08/07/2003	10:30	10:45	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
08/07/2003	10:45	11:00	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
07/30/2003	08:00	08:15	HRLY	1783	INF	10	Benjamin Mabe	1	Activ
07/30/2003	08:15	08:30	HRLY	1783	INF	10	Benjamin Mabe	1	Activ
07/30/2003	08:30	08:45	HRLY	1783	INF	10	Benjamin Mabe	1	Activ
07/30/2003	08:45	09:00	HRLY	1783	INF	10	Benjamin Mabe	1	Activ
07/30/2003	09:00	09:15	HRLY	1783	INF	10	Benjamin Mabe	1	Activ
07/30/2003	09:00	09:15	HRLY	1783	INF	11	Benjamin Mabe	1	Activ
07/30/2003	09:15	09:30	HRLY	1783	INF	10	Benjamin Mabe	1	Activ

☐ Show Cancelled Court Reservations OK

- 3 Click **OK** and **Exit** to return to the Main Menu.

Court Cancel/Changes

The Court Cancel/Changes program is used to cancel or shorten an hourly reservation.

- 1 Go to Daily → Court → Court Cancel/Changes.
- 2 Click **Name Lookup**. In the **Lookup** field, enter the last name of the household and press **Enter**. Select the household and click **Select**.

CYMS Rel 9.5a3i Daily Processing 11/26/2003 CYS

Func Global Activity Facility Pass PQS Rent Court System Golf CYS

Sample - Courts Cancel/Changes

Household Transaction Listing ☒ Include Other Balances Beginning Household Balance 0.00

Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
CR	HRLY:1783:INF @ 09:30 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 09:45 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 10:00 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 10:15 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 10:30 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 10:45 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 11:00 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 11:15 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 11:30 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 11:45 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 12:00 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 12:15 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 12:30 (13)	11/26/2003		0.00	0.00	0.00
CR	HRLY:1783:INF @ 12:45 (13)	11/26/2003		0.00	0.00	0.00

Update Charges Cancellation/Void Detail Changes H/H Bal Excluded 0.00

Payment View H/H Revise Modules Cancel Changes Total Changes 0.00

New H/H Balance 0.00

2 On the Court Cancel/Changes Screen, highlight *any one* of the time slots you wish to cancel, then click **Cancellation/Void**. You will proceed to the Cancel screen.

4 Click **Entire Reservation/Multiple Dates**.

Do you want to CANCEL all of these Dates ?

11/26/03 - HRLY:1783:INF @ 09:30 (13)
 11/26/03 - HRLY:1783:INF @ 09:45 (13)
 11/26/03 - HRLY:1783:INF @ 10:00 (13)
 11/26/03 - HRLY:1783:INF @ 10:15 (13)
 11/26/03 - HRLY:1783:INF @ 10:30 (13)
 11/26/03 - HRLY:1783:INF @ 10:45 (13)
 11/26/03 - HRLY:1783:INF @ 11:00 (13)
 11/26/03 - HRLY:1783:INF @ 13:30 (13)
 11/26/03 - HRLY:1783:INF @ 13:45 (13)
 11/26/03 - HRLY:1783:INF @ 14:00 (13)
 11/26/03 - HRLY:1783:INF @ 14:15 (13)
 11/26/03 - HRLY:1783:INF @ 14:30 (13)
 Plus Additional Reservations.

Yes Select Dates No

5 Be careful here. If you click **Yes**, all of the displayed times will be cancelled as well as Additional Reservations that are not listed. See note below for details.

Note: Use caution when canceling multiple dates.

When you initially make reservations, the system assigns a reservation number to the reservation. If you make several reservations for the same household using the Add Dates option, the *same* Reservation

number gets linked to all the reservations made during that transaction. Therefore, when you click the **Entire Reservation/Multiple Dates** box, all of the dates and times linked to the reservation number will display.

If you see more dates and times than you want to cancel or a "Plus Additional Reservations" message at the bottom of the list, you **MUST** click **Select Dates**. *Failure to do this may cause several days of reservations to be cancelled.*

- 6 If you click **Select Dates**, you will be taken to a screen where you can click on the times you want to delete. When all the dates and times you want to cancel are highlighted, click **OK**. Click **OK** again, and then click **Yes**.
- 7 On the Cancel/Changes screen, you should see *Cancelled* next to the slots you have chosen to cancel. If the cancelled dates aren't correct, click **Cancellation/Void** and go back to step 4.
- 8 If the cancelled dates are correct, click **Payment**. Click **Yes** to continue.
- 9 On the Payment Update screen, click **Print** or **No Print** to finish the transaction.

Court Reservation Report

This is the best report to run to show children who have reservations for a particular day. You should run this every morning so you know who is scheduled to come in.

Go to Reports → Court → Court Reservation Report II (CYS)

The following screen shot reflects running the report for the center's infant hourly room:

Fac Type	Fac Loc	Facility ID	Description
HRLY	1783	INF	AMR Hrly Infant
HRLY	1783	PTPS	AMR Hrly PT-PS
HRLY	791	INF	791 Inf Hrly
HRLY	791	PS	791 PSch Hrly
HRLY	791	TOD	791Tod Hrly

Court Max Count Adjustment

This program is used to reduce or increase the number of hourly slots (max booking count) created during the Court Slot Generator process.

For example, most bases allow people to make reservation two weeks out. Let's say during a normal week you are capable of taking 4 hourly infants. You would create slots (using the Court Slot Generator) with a Max Booking Count of 4.

However, as a particular day arrives, you realize you will only be able to staff for 2 infants. The **Max Count Adjustment** program will allow you to lower your max number of infants for that day from 4 to 2. If more than 2 kids have already reserved time for that day, the system does NOT remove those reservations; however, you won't be allowed to continue overbooking. Court Slot Generator can NOT be used to change max counts since it skips time slots that have already been created.

Go to Utilities → Court → Court Max Count Adjustment.

The following screen shot reflects changing the infant room at this center to accept 2 infants:

The screenshot shows a software window titled "CYMS Rel 9.5a3i" with a menu bar including "Utilities", "01/02/2004", and "CYS". Below the menu bar is a toolbar with icons for "Func", "Activity", "Facility", "Pass", "League", "POS", "Rental", "Court", "Lock", "Trip", "System", "Golf", "CYS", and "PT". The main window area is titled "Court Reservation Max Count Adjustment". It contains several input fields with dropdown arrows:

- Beginning Type: HRLY (Hrly Space/Room/Ctr)
- Beginning Location: 1783 (Aliamanu CDC)
- Beginning Facility: INF (AMR Hrly Infant)
- Ending Type: HRLY (Hrly Space/Room/Ctr)
- Ending Location: 1783 (Aliamanu CDC)
- Ending Facility: INF (AMR Hrly Infant)
- Beginning Date: 01/02/2004
- Ending Date: 01/02/2004
- Max Head Count: 2 (highlighted in green)

At the bottom of the window are two buttons: "Process" and "Exit".

Click **Process** to finish.

CYS Reservation No Show Fee Posting

This program can be used to print a list of households that had hourly reservations but did not show up. You can also use this program to charge those households a flat or hourly fee for not showing.

If you are tracking hourly reservations in the system, this process should be run at the end of every day. Refer to the End of Day document for more details.